

VICTIM SERVICES MANAGER

DISTINGUISHING FEATURES

The fundamental reason the Victim Services Manager exists is to perform responsible managerial and administrative duties in directing and supervising the administrative and operational functions of the Victim Services Division, in an attempt to provide stable, professional level victim advocacy and assistance services to crime victims. Position resides in the Legal Department. This classification is supervisory. Work is performed under general supervision of the City Attorney.

ESSENTIAL FUNCTIONS

Coordinates, supervises and directs the implementation, notification and service components of the Victim Services Division. Researches, develops and recommends policies and procedures to ensure that the Division provides professional level services that comply with current legislative mandates. Prepares and monitors division budget.

Recruits, trains, supervises, and evaluates professional, paraprofessional and volunteer staff. Coordinates, obtains and utilizes staff input to enhance the delivery of advocacy services to Scottsdale crime victims. Demonstrates the ability to manage organizational changes that promote City values as well as staff ownership of the Victim Services Division mission. Possesses the ability to create a positive team oriented work environment that supports professional growth.

Prepares, submits and monitors grant applications and awards by tracking proper use and accounting of grant funds. Prepares necessary documentation for City Council approval of grant applications and awards. Develops systems for tracking required grant statistics. Submits required grant reports in a timely manner. Monitors changes in grant funding procedures to determine how changes will impact the program.

Provides direct services to victims on an as-needed basis. Provides victim rights training to police, prosecution and other City departments. Schedules in-service staff training and secures ongoing staff development training opportunities related to professional growth in the area of victim assistance and victim advocacy.

Maintains sound working relationships with the prosecution division, police department, human services division and other victim oriented community agencies to increase knowledge about victims' rights issues. Participates in various community activities and professional organizations in order to represent the needs of Scottsdale crime victims.

Investigates and resolves complaints regarding Victim Services Division procedures, demonstrating the ability to listen and communicate effectively and professionally. Oversees the victim assistance module of the prosecution information network automated case management system.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Judicial processes and the criminal justice system with sensitivity to the rights of crime victims.

Crisis intervention skills and domestic violence dynamics.

Grant funding, monitoring and writing.

Budget development and monitoring.

Word processing and a variety of computer software, in particular Microsoft Office software.

Ability to:

Establish and maintain effective working relationships with clients, employees, the general public and professionals in related fields.

Communicate effectively both orally and in writing.

Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.

Utilize Microsoft Word, Excel, Outlook 2000 and other appropriate computer programs.

Supervise and administer a comprehensive victim advocacy and assistance program.

Coordinate visual and muscular dexterity to enter data or information into a terminal, PC or other keyboard device; operates a variety of standard office equipment including a computer terminal and a variety of computer software, telephone, copy and fax machine requiring continuous and repetitive arm, hand and eye movement.

Accomplish objectives through innovative management techniques, promoting teamwork and continuous improvement.

Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of education and experience equivalent to a Bachelor's degree in criminal justice, social work, social sciences or a related field and a minimum of five years experience in the field of victims' rights and paralegal experience in criminal law, and a minimum of two years administrative or managerial experience. A Master's degree is highly desirable. Bilingual skills are highly desirable.

FLSA Status: Exempt

HR Ordinance Status: Unclassified